

Frequently Asked Questions (FAQ's) about eAuthentication

1. Can I share my user ID and login password with other users in my office?

A No. This is a serious breach of USDA information security policy.

When the Management Agent accepts the Trading Partner Agreement (TPA) with USDA, they affirm that they are responsible for setting up and maintaining their MA Users and they will ensure that each user has a separate MA User ID and password. They further affirm that all MA Users will take and pass Government supplied security training on an annual basis. The security training emphasizes that user ID's and login passwords are not to be shared under any circumstances.

2. When am I required to have an eAuthentication account?

A You are required to have an eAuthentication account on August 15th. At that time, your current "TP" and/or "MA" user ID will no longer provide access to MINC. Until August 15th, you will continue to use your current TP and/or MA user ID. We strongly suggest that you associate your new eAuthentication ID with your current TP and/or MA user ID to ease the transition.

3. How will MINC change once eAuthentication is in effect?

A eAuthentication is only a change to the login process. There is no change in how MINC works.

4. Now that I have successfully obtained a Level 2 authorization, how do I submit my monthly reports?

A ALL transactions that you submit through MINC will continue to be submitted in exactly the same way as they are currently. There is no change in how MINC works.

5. Is Level 2 the same as "Management Agent" and Level 1 the same as "USER" as they were in the old MINC system?

A No. The same eAuthentication requirements apply whether you are a TP or an MA User. If you are a TP User now, you must still select the Management Agents functional area when you login. If you are an MA User now, you must still select the MA Users functional area when you login.

6. Is a Level 1 authorization required to submit monthly worksheets (loan payments and/or rental assistance worksheets)?

A No. You must have an eAuthentication account with Level 2 access to submit transactions through MINC. You may apply for a Level 2 without a Level 1 account. If you already have a Level 1 account, you must still apply for an eAuthentication account with Level 2 access.

7. Is an eAuthentication account with Level 2 Access required to submit tenant certifications or re-certifications?
- A Yes, you need an eAuthentication account with Level 2 Access in order to login or transact any electronic business with USDA.
8. Is there a different website to be used to submit all MINC forms or is the old MINC website still the web address to use?
- A The MINC URL (website address) will remain the same.
9. I have two MA User accounts and each is associated to a different management agent, in different servicing districts. How do I associate my eAuthentication login so that I can access and submit transactions for all my projects?
- A Only one MA User account can be associated to an eAuthentication account. You cannot associate both MA User accounts to one eAuthentication account. If you need to work on projects belonging to more than one management agent, one of the management agents should contact the USDA servicing office to set up the other management agent as a Service Bureau. It is up to the management agent and USDA servicing office to determine and define the Service Bureau relationship.
- Once the appropriate management agent is set up as a Service Bureau, the project will be accessible to the Service Bureau TP number. It will then need to be added as a project for the MA.
10. In the "Step-By-Step" instructions of the USDA eAuthentication web page, Page 2, Item 4b it states that after August 15 all users will be required to have an eAuthentication account with Level 2 Access, so what would be the purpose of obtaining a Level 1 in the first place?
- A The Level 1 is just the first stage of a Level 2 account – Level 2 has the ability to transact financial business with USDA over the Internet while Level 1 does not.
11. What happens if I don't get an eAuthentication account?
- A Effective August 15th, you will no longer be able to access MINC.
12. Why must I personally appear at a USDA office to get Level 2 Access?
- A With Level 2 Access, you are given the ability to conduct official electronic business transactions with the USDA via the Internet. This requires that your identity be visually confirmed by the Local Registration Authority (LRA) at a USDA servicing office.
13. What forms of ID are acceptable to be granted Level 2 Access?
- A You must present a government-issued identification with your picture and current home address. Examples of acceptable documents are: state driver's license, passport, US military ID, or other state identification card.